

About Cybaem Tech

Cybaem Tech is a rapidly growing IT services and consulting company specializing in Digital Transformation, Cloud Solutions, AI/ML, Software Development, Cybersecurity, and Enterprise Technology Services. We are committed to delivering innovative technology solutions that help businesses improve efficiency, scalability, and growth. At Cybaem Tech, we foster a collaborative work environment that encourages learning, innovation, and professional development.

Job Title: Desktop Support Engineer

Location: Pune

Experience: 1–3 Years

Job Summary:

We are looking for a Desktop Support Engineer to provide technical support and ensure the smooth functioning of IT infrastructure across the organization. The ideal candidate should have hands-on experience in desktop support, asset management, server administration, Office 365, networking, and hardware/software troubleshooting.

Key Responsibilities:

Technical Support & Ticket Resolution

- Provide first-level and second-level technical support to end users.
- Diagnose and resolve hardware, software, network, and system-related issues.
- Manage and close support tickets within defined SLA timelines.
- Escalate unresolved issues to the appropriate teams when necessary.

Asset Management

- Maintain records of IT assets including laptops, desktops, peripherals, and software licenses.
- Track asset allocation, movement, and inventory.
- Ensure proper documentation of all IT assets.

Server Management

- Monitor and maintain Windows servers and related services.
- Perform routine health checks, updates, and basic troubleshooting.
- Support user account management and access controls.

Microsoft Office 365 Administration

- Manage Office 365 accounts, licenses, and user access.
- Configure and troubleshoot Outlook, Teams, OneDrive, and other Microsoft applications.
- Assist users with Office 365-related issues.

Software Installation & Maintenance

- Install, configure, and update operating systems and business applications.
- Ensure all systems have the required software and security updates.
- Troubleshoot software-related issues.

Hardware Troubleshooting & Repair

- Diagnose and resolve desktop, laptop, printer, and peripheral hardware issues.
- Perform basic hardware repairs and component replacements.
- Coordinate with vendors for warranty and repair services when required.

IT Procurement & Vendor Management

- Assist in the procurement of IT hardware, software, and related equipment.
- Coordinate with vendors for quotations, purchases, and support services.
- Maintain records of purchases and warranties.

Network Troubleshooting

- Troubleshoot LAN, WAN, Wi-Fi, VPN, and connectivity issues.
- Support network devices such as switches, routers, and access points.
- Ensure stable network performance across the organization.

Documentation & Reporting

- Maintain accurate documentation of IT infrastructure, processes, and support activities.
- Prepare periodic reports on asset inventory, ticket status, and system performance.
- Update knowledge base articles and troubleshooting guides.

Required Skills:

- Strong knowledge of Windows Operating Systems.
- Experience with Microsoft Office 365 Administration.
- Knowledge of Active Directory and User Management.
- Understanding of Networking Fundamentals (TCP/IP, DNS, DHCP, VPN).
- Hands-on experience in hardware troubleshooting and repairs.
- Experience with IT Asset Management.
- Basic knowledge of Server Administration.
- Good documentation and reporting skills.
- Strong problem-solving and communication skills.

Qualifications:

- Bachelor's Degree/Diploma in Computer Science, Information Technology, or related field.
- Relevant certifications such as Microsoft, CompTIA A+, Network+, or equivalent will be an added advantage.

Why Join Us?

- Opportunity to work with a growing technology organization.

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- Exposure to diverse IT infrastructure and enterprise technologies.
- Learning and career growth opportunities.
- Collaborative and supportive work environment.